

Quality of Life of Slum Dwellers: A Sociological Study of Selected Areas of Lucknow City

ABSTRACT OF DISSERTATION

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SUMMARY

In the era of urbanization, the concept 'Quality of Life' emerged as a necessary tool to get the idea of life situation, life chances, life satisfaction, and happiness of a person. Side by side, Slums started to grow at a faster pace. Both 'slums' and 'Quality of Life (QOL)' have their origin different. Though both have different origins, they started to merge in themselves because they have a common focal point that is society. Here, slum dwellers are a part of society, and Quality of Life has been addressing and focusing on specific population groups of society such as children, women, immigrants, young or handicapped people, and the elderly. Quality of Life is a very broad concept covering all spheres of life of society. Many times, it includes socio-economic factors which are essential to describe the life situation of slum dwellers. For quite a long time, a sense of wealth and increased opportunities were found to be traditionally associated with urban areas. The 'Quality of Life' is considered an important element for the development of the urban area. It explores the perception of slum dwellers regarding the various aspects that contribute to their Quality of Life.

The Census of India 2011 identifies slums as notified slums, recognized slums, identified slums. By the constitution of India, some provisions such as fundamental rights, fundamental duties compulsory mandated for the government to provide equity-based welfare to their people. The constitution provides to all Indian citizen the fundamental right to travel, settle down and reside in any part of the country and also mandated that the state provides socio-economic justice to marginalized people and make their life worth living with dignity and have equality of status. Hence, the welfare services are absorbed primarily by the rich and upper-middle classes who ultimately undermine the Quality of Life of slum dwellers directly and indirectly. Lots of works, initiatives, schemes, and programs have been organized by the corresponding stakeholder to improve the condition of slum dwellers over the last six decades in an independent India.

Quality of Life enjoyed by different groups are observable in a range of indicators such as housing condition, infrastructural status, health situation, education level, etc. It varies with socioeconomic status or social class, ethnic group, gender, location (where the slum dweller lives).

The scope of understanding of the category of the 'Quality of Life' is very wide from understanding it as the welfare (good state of mind), through the prosperity, to the states of personal satisfaction, satisfaction coming from the consumption, the use of the natural environment, the social position (class or status). The scope itself determines that Quality of Life are associated with class and status (class and status are the parameters of Life Chances). Hence, Weber's theory of Life Chances are employed as the conceptual theoretical framework for the Quality of Life. Life Chances refer to the opportunities that make life systematic for themselves and their families. Here opportunity can be the extent of accessing the resources. Each Society provides opportunities to an individual who falls under certain specific criteria. Each individual does some work for their livelihood. For gaining the advancement in the livelihood condition of an individual, the person moves through different life chances in their different stages of life which can be through the education, health, economic class of an individual, living condition, etc.

The 'Quality of Life' and 'Life chances' of slum dwellers are almost common at the national and international levels. It is quietly depicted as lower class, lower status, very poor, even count as the bottom part of society.

In India, Slum dwellers lived in intolerable housing conditions with land insecurity and a lack of basic services, especially water and sanitation. Slum Dwellers play an important role in the functioning of the city's economy and not superlative to say that the economy of the city may come on the footpath if the slum dwellers are completely removed. The economic weakness of the slum dwellers and its population-wise strength make the slum dwellers a significant place in urban society. However, the few positive characteristics of slum dwellers are weighted less in comparison to negative characteristics which creates demand for research to address this issue. Hence all the characteristics of slum dwellers make it a problematic issue that needs special commitment by many stakeholders to improve the Quality of Life and Life chances of the slum dwellers. The present study aims at providing a sociological analysis of the Quality of Life of Slum Dwellers of selected areas of Lucknow city.

Some rational thought is prevailing in the society that Quality of Life depends on the availability and accessibility of basic services. Moreover higher attainment of education helps to get better employment and better employment makes life qualitative. For this, the description of the Quality of Life for slum dwellers needs to be followed. Hence, descriptions are based on the study of availability and accessibility of basic services.

As the external factors have their importance in determining the shape of Quality of Life. The government welfare scheme is made in such a way that no one gets become backward in their way of life. Maximum ground coverage ensures by the government side itself. Still, the gap is found in the role of government intervention which is fulfilled by non-state actors. Herein non-state actors include as NGOs, community and individual participation, religious groups, media, etc. have some influence to change the downward scenario into upward and it is also independent of government or state factors. Hence, there is a greater need to study the role of Government interventions and NGOs in the improvement of the Quality of Life of slum dwellers of Lucknow city.

The study 'Quality of Life' of Slum Dwellers mainly depends upon primary data collected from 16 different notified slums of Lucknow City. These 16 notified slums belong to 8 zones of Lucknow city (2 notified slums per zone). These 16 notified slums are selected based on a simple random sampling method. Slums in Lucknow city are in greater number generally and particularly notified slums in the list of slums of Lucknow city are at the highest level almost 507 out of 609 slums. Such a higher number of notified slums provokes the cluster sampling technique. Cluster sampling techniques are according to the secondary sources made available by the affiliated government institution. It means Lucknow city is already distributed into 8 zones by Lucknow Municipal Corporation (LMC). The Primary Survey is conducted on these 16 notified slums. From each slum, 10 households are taken and one slum dwellers are from one household. Here slum dwellers selected based on age i.e., above 18 years of age of slum dwellers are taken. A total of 160 slum dwellers are the sample size of the study. A detailed interview schedule was used to collect information from selected slum dwellers and focused on cross-sectional studies. Here notified slums are the selected areas of Lucknow city. The 16 selected areas are as follows Laxman Prasad Road, Tilpurwa, Ambedkar Nagar, Charui Khera, Banarasi Tola, Akbar Nagar Dakshini, Gandiyan Purwa, Hardeen hera, Kailash Puri Harijan Basti, Munnu Khera, Dubbagga, Samiuddin Pur, takrohi Duda Colony, Sambar khera, Bheem Tola.

From the overall analysis of the review of literatures regarding Quality of Life parameters, it has shown that health, education, housing, and household amenities occur mostly. Still, some more aspects of the slum have to discuss like a subsidy, citizenship, use of a public bank, transportation, municipal attention, local leader, skill activities, communication, food consumption, etc. which are affecting the life of slum dwellers. Most researchers have given weightage value to the indicators of a parameter of Quality of Life. Statistically, it shows

some level of goodness. Though creditability of research work decreased only due to the focus on available factors. The intention of this study is to show availability and accessibility level associated with the indicators of Quality of Life which provides the data more genuine and reliable. Here the study also emphasizes the new indicators such as Nutritious food, Public Distribution System, transportation, and communication. Thus, the aim is to work in this field to provide a sociological analysis of the Quality of Life of slum dwellers in the selected areas of Lucknow city.

The study is mainly divided into 5 chapters. Chapter-1 INTRODUCTION includes the background of the study, the rationale of the study, statement of the problem, research objective, research hypothesis, research methodology, scope, and delimitation of the study. In the methodology section, criteria are given to select areas in Lucknow city. Brief description of Lucknow city, the methodology adopted in sample selection for the study.

Chapter-2 REVIEW OF LITERATURES includes literatures of QOL, Life Chances, Slums, NGOs. Ahead List of indexes used for determining the QOL or welfare of an individual, country are symbolically introduced.

Chapter-3 QUALITY OF LIFE OF SLUM DWELLERS: CONCEPTUAL THEORETICAL FRAMEWORK includes various concepts and theories related to Life chance, mobility, and status. The study linked the class with income and status with occupation to build the structure of Life Chances. Reasons to choose a word like 'Services' instead of need are acknowledge here.

Chapter 4 QUALITY OF LIFE OF SLUM DWELLERS: EMPIRICAL ANALYSIS AND INTERPRETATION OF SELECTED AREAS OF LUCKNOW CITY are based on analysis and interpretation of the primary data. Here the analysis is done through SPSS which produce different frequency table, cross table, multiple response table and also analyzed through the table constructed from Microsoft Excel. Here excel sheet occurs with weightage value. This chapter has 4 parts. One part deal with socio-economic background or profile where all those variables discussed is not be counted as the indicators of QOL. The second part is associated with the availability and accessibility of basic services hold by slum dwellers are studied in detail. In this regard, health services are taken by slum dwellers from various avenues such as public health care center and private health care center, Further education is linked with the level of education they achieved and how effectively they determined their QOL with education. Studied related to housing and household amenities is carried forward with the

question like kind of house, types of house, drinking water, electricity, LPG, nutritional food, clothing. In the infrastructure domain, the items such as drainage systems, common dumpster facility, street light, road, Bathroom/ toilet, bank institution are included. In the transportation domain, a kind of vehicle or other moving vehicle arrangement is included. Mobile/ cell phone and internet aspects are included in the Communication indicators of QOL. The third part concentrated on Life Chance and their inter-linkage with QOL. In the last part, how much extent they engage and or aware of many government schemes. Here such a thing is done to have an idea of government's intervention in the life of slum dweller in regarding provide basic services through schemes. These government schemes have been described well which is center sponsored scheme. During a field survey, many new government schemes as another option have to get know whose description is also mention. These new schemes are well connected with the state level. Here in institutional intervention format, not only the role of government has been seen but also the contribution of NGOs has been assessed on the ground level.

CHAPTER-5 SUMMARY AND CONCLUSION includes summary, conclusion, and recommendations of the study. In this section, major findings of the objectives, acceptance/ rejection of hypothesis, its explanation, and recommendations. References and few appendices follow ahead.

The social-economic profile of the whole slum is summarized with respect to Lucknow city as, slum dwellers living in the notified slum are young, falling in the age group 18 to 27 (25.62%) and 28 to 37 (35.62%) mostly. There are no transgender be found under the study.

Patriarchy is still relevant in the selected slums which are seen with the participation of male slum dwellers (61.88%) are more in comparison to the female slum dwellers (38.12%). Though, the effective participation of male (21.88%) and female slum dwellers (13.75%) with the age group 28 to 37 years are found most. Older age slum dwellers are very less in number and mostly they are male around 1.88%.

A study reveals that 'married' slum dwellers may easily be found in almost every household of the Notified slum. Under 'married' status, the age group '18 to 27' years are lowest (65.9%) whereas the age group '28 to 37' years are highest (93.0%). There are a total of 7.5 % single 83.8% married 7.5% widowed 1.3 % divorced in the overall notified slums. It is observed that maximum slum dwellers are married. There are no 'separated' marital status of slum dwellers.

Ahead, the Caste groups of the respondents are 42.50% Scheduled castes (SCs), 36.25% Other Backward Castes (OBCs), 18.75% General and 2.5% Scheduled Tribes (STs) which are available in a notified slum of Lucknow city. It is observed that the maximum slum dwellers are SCs category. In the notified slum of Lucknow city, slum dwellers have the following caste groups as 42.9% SCs, 35.7% OBCs, 19% General and 2.4% STs have ration card of below poverty line only. Both the 'Scheduled Castes' and 'Other Backward Classes' slum dwellers are highest in carrying ration card of Below Poverty Line (BPL).

Slum Dwellers of Lucknow city mainly follow Hindu religion nearly 85.00 %. Along with this, 13.75% are Muslims follow the Islam religion, and a very lowest in percentage near about 1.25% following the Sikh religion. About 15% of the total slum dwellers in Notified slums belong to minority communities. The researcher has observed that the maximum number of respondents were Hindu. In Lucknow, a significant proportion of minority communities are living in the notified slum.

The maximum income of the slum dwellers is lying in the range of ₹3001-6000 with 37.50% whereas slum dwellers that have no income are lowest with 12.50%. The income range between ₹3001 and ₹6000 is highest (20.6%) under the 'daily' wage slum dwellers. Slum Dwellers having 'monthly' wage lies income range of '₹ 3000 to 6000' are high in percentage (5.0%). 'Not regular' wage worker has maximum (8.8%) income lie in the range of 'less than or equal to ₹ 3000'. 'Contractual' wage workers has a maximum (1.3%) income lie in the range of '₹ 3001 to 6000'. Their sequence order of nature of wage is daily > not regular > seasonal=no wage > monthly > contractual. It is observed that most slum dwellers are daily wage workers. Their income lies in the range of ₹ 3000 to 6000 are more and the ₹ 6000 to 9000 income range also belongs to the daily worker.

The density of households is 5-6 family members with maximum percentage (45.62%). Whereas, family members 'more than or equal to 11' are very less in percentage (1.25%). 4 to 5 family members' density in the household are 28.75%. After that 18.12% slum dwellers lived with density of 7 to 8. It is observed that 5-6 family members is an average household size.

The current status of QOL of slum dwellers concerning health stated as slum dwellers have much concern about their health. 93.75% slum dwellers access these health services. Whereas 6.3% slum dwellers do not access these health services. Slum Dwellers don't want to miss a single day as daily wages are the criteria of their livelihood. They are all well aware of the condition of the health infrastructure of Lucknow city. 54 % Slum dwellers are taking health

services from Private hospitals whereas 45.3% take government health services. Hence, they prefer most private health services as it is time-saving, well clean or management apart of one thing 'issue of money' which is also less issue in comparison to their concern over their health. Many more choices are available to them regarding the cure themselves such as Focused on Self Medication, Homeopathy/ Ayurvedic center, Quake, Spirit Healer, and Treatment at Home. Here slum dwellers do not use other choices except least use (around 0.7%) 'treatment at home' to cure themselves during illness. Those 6.3% Slum Dwellers are unable to access health services due to 'lack of money' (50%), 'entire procedure of getting health services is full of hassle' (40%), 'treatment is done by untrained person' (10%).

Zone-wise data reveals that zone-1 taking government health services most (around 8.67%). Zone -6 is the highest place in availing private health and its allied services (around 8.67%). Only Zone -4 has shown emphasis toward 'Treatment at the home facility' (around 0.67%). Another kind of health service center like Quake, focused on self-medication, Homeopathic/ Ayurvedic, spirit healer, etc. is absent in different Zones of Lucknow city.

In the education field, 52.5% slum dwellers of Lucknow city are literate. Whereas 47.5% slum dwellers have been far away from education. 86.9% slum dwellers out of total literate slum dwellers have taken primary level education which is highest among all levels of education. In primary education, Female slum dwellers have a higher percentage (93.3%). The level of education of male slum dwellers has a high percentage in comparison to female slum dwellers in Secondary Education and Higher Education respectively. The tendency to access education by the male slum dwellers (enrolled in an educational institution) decreases as the level of education increases. Such type of tendency does replicate itself in the case of female slum dwellers and showing that the literacy rate of female slum dwellers is decreasing as the level of education increases. Maximum slum dwellers around 95.2% out of educated slum dwellers enrolled in a government school and the rest 4.8% in private school. It is observed that girls have not taken education from the private school and also, slum dwellers made able to be called themselves educated just because of the government's effort.

Those slum dwellers who do access education have reasons for not able to access education. The reasons reported by slum dwellers are 'engagement in labor work', 'the burden of household chores', 'excess mobility for work', 'distance from home to academic institution' and 'others' are 43.4%, 31.6%, 10.5%, 9.2%, and 5.3% respectively. Around 44.0 %, 36.0 %, 20.0% slum dwellers felt that 'society respects the educated person', 'employment chance increases', and 'lived life healthy respectively'.

Zone- 7 has 13.10% slum dwellers that are highest in accessing primary level education. 11.90% slum dwellers from each Zone -1, Zone-3, and Zone-6 have availed the education up to the primary level. Whereas Zone -2, Zone -4, Zone – 5 has about 10.71% slum dwellers that have taken primary level education. Zone –8 has the lowest percentage around 5.95% for gaining primary level education. In the case of secondary level education, Zone –4 has the highest (4.76%). Along with Zone –5 and Zone –8 has at a second-place around 3.57%. Apart from that, all other Zones of Lucknow city do not have secondary level education. In higher education cases, all zones of Lucknow city except Zone –5 don't have taken education of higher level. Zone –5 has a very limited or negligible percent of slum dwellers who have higher-level education around 1.19%.

For the four decades, Housing and household amenities of the slum dwellers of Lucknow city are always a core topic of the census. Description of the slum has been done properly with the indicators provided by the Census. In all the indicators of QOL, housing and household amenities are robust indicators for Slum's description. 68.1%, 28.8%, 3.1% slum dwellers lived in Pucca, Semi-Pucca, Kutcha dwelling units respectively. It has also shown that 83.8% slum dwellers have lived in their own house and 16.1% slum dwellers have taken a rented house. Slum Dwellers have owned house feels them to the stability factor.

Zone wise data reveals that zone –1, 3, 5, and 7 don't have Kutcha house. Other zones 2, 4, 6, and 8 have a kutcha house in which zone -8 has the maximum kutcha house around 1.25%. Zone -3 is highest (5.62%) in the case of a semi- pucca house. Slum Dwellers who are living in Zone-1, Zone-7 have constructed pucca houses mostly around 10%. Zone –3, is the lowest (6.88%) in constructing a pucca house from other Zones of Lucknow city.

Almost 53.75% slum dwellers accessing the drinkable water, and 46.25 % slum dwellers reported that the water is not for drinkable purposes. Ahead, Respondents provide multiple responses on the source of drinking water. 77.5 % slum dwellers agreed on the availability of drinking water is public tap and government tanker is the second preference to avail and access the drinking water almost 33.8 %. Tubewell/ handpump are used by 9.4 % slum dwellers. Availability of private tap is less in Lucknow city's notified slum almost 8.1%. It just indicates the overall dependency on government water services. The source of drinking water for the slum dwellers is the medium for collectiveness and integrity. They know the use of a single drop of water that they access.

95% slum dwellers have electric connections. There are about 5% slum dwellers that are not in reach of electricity. 39.47% Slum Dwellers accessed 'whole day' electricity while 30.26% slum dwellers considered electricity does 'not regular' access in a day. 27.63% Slum Dwellers received electricity for '6 to 8 hours in a day'. It is observed that, more than 67.10% slum dwellers receive electricity in a day ranges between '6 to 8 hours in a day' and the 'whole day'. Overall, they are spending less after accessing electricity most. 59.21% slum dwellers spend up to ₹ 500 on electricity are more in number than those slum dwellers who spend electricity cost ₹ 500 to 1000. Those who have no electrical connection are using (37.50%) solar light to lighten their house. Secondly, most alternatives are 'charged battery' (25%). 'Other sources of lightening' are very few (12.5%) out of 5% slum dwellers that do not have electric connection. Only 90.62% slum dwellers do possess a gas connection. While 9.38% slum dwellers don't have a gas connection. They use other mediums to make food like kerosene stove, wood, cow dung cake, coal, mud hearth, electric heater to cook food. Here, only 51.72 % slum dwellers frequently used gas connection, and 48.28% slum dwellers do not use it frequently after having LPG connection.

In household amenities, food and clothing are as important as the house with the famous quote 'one must have roti, kapda, makaan'. Around 38.1 % slum dwellers take nutrition food per day is less in number in comparison to those 61.9 % slum dwellers who don't avail themselves nutrition food. There are various reasons for not availing of nutritious food. In this category, 'lack of money' is the main reason as compared to 'serve the nutritious food to their family member'. From this, it can be said that individual attitude for their interest does not develop which is a key feature of urban lifestyle. It also appears that 'doing for others' points out Indian traditional attitude. The third reason is the lack of awareness of nutritious food. Around three-fourth slum dwellers under study comes in the domain of BPL. The study showed that those slum dwellers who have ration card of BPL are consuming more nutritious food than those slum dwellers who do not have a ration card. It again points out that 'as the slum dwellers move toward the below poverty line, consumption of nutritious food by slum dweller goes declining'. It does not mean that government should stop distribution of ration card, as ration card helps slum dwellers nutritionally, although the government needs to overcome the number of slum dwellers by escaping from BPL category as soon as possible.

Around 49.3 slum dwellers spend money on clothing per year ₹501-1000 and 28.9% slum dwellers spend ₹1001-1500 per year. Both kinds of slum dwellers simultaneously become around ~ 77% whose purchasing limit on clothing lies between from ₹ 501 to 1500. About

2.6% slum dwellers spend money on clothing up to ₹ 1501 to 2000 per year. It just indicates that the purchasing power of slum dwellers becoming low on clothing. Slum Dwellers purchase clothes from a shop in the market more than the weekly market. 73.7% slum dwellers purchase clothes from shops in the market whereas 26.6% slum dwellers shop from the weekly market. It again points out that they don't spend time to purchase clothes only from the weekly market. Those 5% slum dwellers who do not purchase clothes by themselves depend on other factors like a neighbor, NGOs, family members. Mainly they arranged their clothes from their family member.

At the infrastructural ground, the QOL of slum dwellers changed as the infrastructure facilities count under static services. In static services, individuals don't have to spend many times. In the infrastructural services, frequencies (in multiple responses) of availability of the drainage system are higher (100%) in the notified slum. Two-third of the slum dwellers using pucca cum uncovered drainage for wastewater outlet than other such as kutchra, covered pucca. It means slum dwellers are in the dangerous situation of having uncovered drainage water outlet most.

Other second-highest infrastructural services taken by slum dwellers are roads. Here in Lucknow, around 72.5 % slum dwellers accessing the motorable pucca road whereas 27.5% slum dwellers accessing the motorable kutchra road. Those 4.4% slum dweller who has no road in front of their house does travel distance less than 200 meters to access motorable road. Each zone 1, 2, 3, 4, and 5 in Lucknow city have greater availability and accessibility of road infrastructures in comparison to zone-6, 7, and 8.

In the banking infrastructure (Respondents have multiple responses in banking segment), 53.4% slum dwellers have opened an account for receiving financial led government scheme. Whereas 33.1% slum dwellers opened an account for saving their money, 10.5% slum dwellers have taken a loan, 3.8% slum dwellers do transactions which is much less in the category of banking facility. Secondly, slum dwellers opened an account for saving their money, and another reason to open an account is to take a loan, transaction purposes. Here transaction facilities acquired by slum dwellers are very less and believe in a manual transaction rather than using a digital tool.

Zone-wise banking infrastructure reveals that zone- 1, 7, and 8 are the highest in percentage (2.88% each) in availing banking services whereas Zone-2 and 6 are the lowest (2.43% each).

Only pit toilet/ latrine is accessed by all the slum dwellers in the availability of bathroom/toilet. Zone -6 and Zone-7 are highest (2.58% each) in availing bathroom infrastructure and Zone -3 (1.21%) are the lowest among other zones of Lucknow city that have bathroom/toilet facility.

The major issue is linked with the availability and accessibility of common dumpster. 42.5% slum dwellers availing the service of common dumpster. Almost more than 50 % slum dwellers have no such common dumpster facility in their surroundings and they made open land and street as a dumpster point. Such a situation does not qualify for residence. Still, they bear the situation and live there. Ahead, Three-fourth slum dwellers who have a common dumpster site nearby stated that they throw garbage themselves, and the rest one-fourth of slum dwellers take service of Municipal Corporation. Quality of Life of slum dwellers concerning common dumpster infrastructure is not good. Zone-wise data shows that Zone-7 has the highest (2.43%) common dumpster point and Zone-2 (0.15%) has the lowest point of common dumpster.

Around 23.8% slum dwellers access the service of street light which is low in overall infrastructure facilities. Street lights in Zone-3 are highest (1.21%) and lowest in Zone -7 (0.30%).

Slum Dwellers are bicycle users more (66.2%), Bike (46.3%), Car (1.3%), other (1.3%) in the case of transportation's availability. Else in the non-availability of transportation, slum dwellers mostly (85.8%) preferred public transport whereas 32.5% slum dwellers walks. Here slum dwellers have vehicles that are property of them. It shows that slum dwellers have low transportation property as 51.9% slum dwellers have no vehicle.

Zone-wise data shows that maximum numbers of slum dwellers (13.79%) using the bicycle as vehicle transportation are listed in Zone -8 and the lowest numbers (3.45% each) for bicycle lie to Zone-5 and Zone-6 equally. Whereas Zone-7 has the maximum number of slum dwellers (9.20%) for the bike as a vehicle and Zone-6 has the lowest number of slum dwellers (2.30%) using the bike for transportation. In comparison to other Zones of Lucknow city, Zone-7 has the only car and Zone-8 has only other vehicles used for transportation.

90.6% slum dwellers have a cell phone and 9.4% slum dwellers don't have. There is limited availability (34.5%) of internet connection on their mobile phone. It shows that a maximum number of slum dwellers (12.50%) using cell phones belongs to 4 Zones i.e., Zone-

2, 3, 4, 7. Whereas a minimum number of slum dwellers (8.12%) belongs to Zone-6 using cell phones.

On generalization basis, highest priority given by slum dwellers in each of the 16 variables of the Quality of Life are summed up and then take mean or average of all those prioritized variable.

Table 1 Mean of all variables carrying characteristics of ‘Have’ Availability and Accessibility of basic services

S.No.	Variable	Characteristics of Variable	Percentage (%)
1.	Health	Type of health service center	54.0
2.	Education	Level of Education	86.0
3.	Housing	Kind of house	55.6
4.	Drinking water	Source of drinking water	58.8
5.	Electricity	Pay money for electricity	59.21
6.	LPG	Frequency of use of LPG	51.72
7.	Nutritional food	Take nutrition food	38.1
8.	Clothing	Shopping for clothing	73.7
9.	Drainage infrastructure	Type of Drainage	38.1
10.	Road infrastructure	Type of road	72.5
11.	Bank infrastructure	Most important reason to open account	53.4

12.	Toilet/ Bathroom infrastructure	Type of toilet/ bathroom	100.0
13.	Common dumpster infrastructure	Dumpster throw by	76.5
14.	Street light infrastructure	Have street light	23.8
15.	Transportation	Type of vehicle	66.2
16.	Communication	Have internet	34.5

Field Data 2019-20

In the given table 1, carrying only the 'Yes' feature of Availability along with the highest percentage of a variable in Accessibility factor The current status of Quality of Life of Slum Dwellers living in Lucknow city is obtained through the mean of all those variables carried features of 'have' availability and accessibility of basic services in percentage. The summation of a percentage of all the variables is 943.03. Here the 'mean' of all 16 variables is 58.94.

Table 2 Table for Status and Range of Quality of Life

<u>Status of Quality of Life of Slum Dwellers</u>	<u>Range of Quality of Life</u>
Good	75 to 100
Medium	50 to 75
Poor	25 to 50
Very Poor	0 to 25

Based on the table 2 of the status and range of Quality of Life, this 'mean' lies in the 40 to 60 Range of Quality of life. Hence, the current status of Quality of life of Slum Dwellers living in selected areas of Lucknow city comes out Medium. These selected areas of Lucknow city are

Notified Slum. On generalization basis, without weightage value are taken which does not access the 'No' circumstances of Slum Dwellers.

With Zone wise analysis, data are visualized in an excel sheet carrying weightage value depending upon the highest preference goes into the account of like government, higher in quantity, etc. Here 'Yes' and 'No' features of the Availability factor have assigned weightage value. By including the 'No' feature, the proportion of the total sample size could be obtained i.e., 160 slum dwellers.

Different Zones carrying only 20 Slum Dwellers each. 'No' features assigned lowest rank i.e., 1, and 'Yes' features are further characterized through Accessibility of different variable and get become ranked. Further, the composite score and standard deviation would be obtained through the formula already assigned in Microsoft excel. Here, this composite score and standard deviation would determine the range of Quality of Life of slum dwellers. Such range would describe the status of Quality of Life of Slum dwellers in different zones of Lucknow city. Here, the status of Quality of Life would be stratified into 4 parts which are 'Good', 'Medium', 'Poor', 'Very Poor'. More than that Zones would be visualized with slums. As 2 Notified slums are taken from each zones. 2 notified slums are placed into any one of the 4 statuses of Quality of Life depending upon the mean value obtained by that zone of which 2 Notified slums belong. In this manner, all the 16 notified slums selected for study in Lucknow city gets attained the different status of Quality of Life.

Table 3 Accessibility of weightage value basic services by slum dwellers in different zones of Lucknow city

VARIABLE	PARAMETER	INDICATORS	WEIGHTAGE VALUE	Zone 1		Zone 2		Zone 3		Zone 4		Zone 5		Zone 6		Zone 7		Zone 8	
				% OF HH	X VALUE	% OF HH	X VALUE	% OF HH	X VALUE	% OF HH	X VALUE	% OF HH	X VALUE	% OF HH	X VALUE	% OF HH	X VALUE	% OF HH	X VALUE
X1	HEALTH	Government	4	8.13%	2.60	6.88%	2.20	5.00%	1.60	4.38%	1.40	5.63%	1.80	2.50%	0.80	3.75%	1.20	6.25%	2.00
		Private	3	3.13%	0.75	4.38%	1.05	7.50%	1.80	7.50%	1.80	6.88%	1.65	8.13%	1.95	7.50%	1.80	5.63%	1.35
		Others	2	0	0.00%	0.00%	0.00	0.00%	0.00	0.63%	0.10	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00
		No	1	1.25%	0.10	1.25%	0.10	0.00%	0.00	0.00%	0.00	0.00%	0.00	1.88%	0.15	1.25%	0.10	0.63%	0.05
X2	EDUCATION	HIGHER	4	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.63%	0.20	0.00%	0.00	0.00%	0.00	0.00%	0.00
		SECONDARY	3	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	1.88%	0.45	0.00%	0.00	0.00%	0.00	1.88%	0.45
		PRIMARY	2	6.25%	1.00	5.63%	0.90	6.25%	1.00	6.25%	1.00	5.63%	0.90	6.25%	1.00	6.88%	1.10	3.13%	0.50
		No	1	6.25%	0.50	6.88%	0.55	6.25%	0.50	6.25%	0.50	4.38%	0.35	6.25%	0.60	5.63%	0.45	7.50%	0.60
X3	WATER	YES	2	6.25%	1.00	6.88%	2.20	5.63%	1.80	6.25%	2.00	8.13%	2.60	6.88%	2.20	8.13%	2.60	5.63%	1.80
		NO	1	6.25%	0.50	5.63%	1.35	6.88%	1.65	6.25%	1.50	4.38%	1.05	5.63%	1.35	4.38%	1.05	6.88%	1.65
X4	HOUSING	PUCCA	3	10.00%	2.40	8.13%	1.95	6.88%	1.65	8.75%	2.10	8.13%	1.95	8.13%	1.95	10.00%	2.40	8.13%	1.95
		SEMI-PUCCA	2	2.50%	0.40	3.75%	0.60	5.63%	0.90	3.13%	0.50	4.38%	0.70	3.75%	0.60	2.50%	0.40	3.13%	0.50
		KUTCHA	1	0.00%	0.00	0.63%	0.05	0.00%	0.00	0.63%	0.05	0.00%	0.00	0.63%	0.05	0.00%	0.00	1.25%	0.10
X5	ELECTRICITY	24 HOURS	7	5.00%	2.80	10.00%	5.60	3.75%	2.10	3.13%	1.75	2.50%	1.40	1.88%	1.05	5.00%	2.80	6.88%	3.85
		6 TO 8 HOURS	6	4.38%	2.10	1.88%	0.90	8.13%	3.90	3.75%	1.80	3.13%	1.50	1.25%	0.60	2.50%	1.20	1.25%	0.60
		4 TO 6 HOURS	5	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.63%	0.25	0.63%	0.25	0.00%	0.00	0.00%	0.00	0.00%	0.00
		2 TO 4 HOURS	4	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00
		LESS THAN 2 HOURS	3	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00
		NOT REGULAR	2	1.25%	0.20	0.00%	0.00	0.00%	0.00	4.38%	0.70	6.25%	1.00	7.50%	1.20	5.00%	0.80	4.38%	0.70
		NO	1	1.88%	0.15	0.63%	0.05	0.63%	0.05	0.63%	0.05	0.00%	0.00	1.88%	0.15	0.00%	0.00	0.00%	0.00
X6	LPG	FREQUENT	3	4.38%	1.05	6.88%	1.65	3.75%	0.90	8.13%	1.95	4.38%	1.05	5.00%	1.20	7.50%	1.80	6.88%	1.65
		NOT FREQUENT	2	7.50%	1.20	5.00%	0.80	8.75%	1.40	3.75%	0.60	5.63%	0.90	5.00%	0.80	3.75%	0.60	4.38%	0.70
		NO	1	0.63%	0.05	0.63%	0.05	0.00%	0.00	0.63%	0.05	2.50%	0.20	2.50%	0.20	1.25%	0.10	1.25%	0.10
X7	NUTRITIOUS FOOD	THREE TIMES	4	0.00%	0.00	0.63%	0.20	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00
		TWO TIMES	3	3.13%	0.75	0.63%	0.15	1.25%	0.30	2.50%	0.60	0.00%	0.00	0.63%	0.15	1.25%	0.30	1.88%	0.45
		ONE TIME	2	0.63%	0.10	1.25%	0.20	3.75%	0.60	5.00%	0.80	6.25%	1.00	3.13%	0.50	2.50%	0.40	3.75%	0.60
		NO	1	8.75%	0.70	10.00%	0.80	7.50%	0.60	5.00%	0.40	6.25%	0.50	8.75%	0.70	8.75%	0.70	6.88%	0.55
X8	CLOTHING	>=RS.2001	6	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00
		RS.1501-2000	5	0.00%	0.00	0.00%	0.00	0.63%	0.25	1.25%	0.50	0.00%	0.00	0.63%	0.25	0.00%	0.00	0.00%	0.00
		RS.1001 TO 1500	4	0.00%	0.00	0.63%	0.20	0.63%	0.20	1.88%	0.60	6.88%	2.20	4.38%	1.40	6.25%	2.00	6.88%	2.20
		RS.501 TO 1000	3	4.38%	1.05	9.38%	2.25	5.00%	1.20	8.75%	2.10	5.00%	1.20	3.75%	0.90	5.63%	1.35	5.00%	1.20
		<RS.500	2	8.13%	1.30	1.88%	0.30	5.00%	0.80	0.00%	0.00	0.63%	0.10	2.50%	0.40	0.00%	0.00	0.00%	0.00
		NO	1	0.00%	0.00	0.63%	0.05	1.25%	0.10	0.63%	0.05	0.00%	0.00	1.25%	0.10	0.63%	0.05	0.63%	0.05
X9	DUMPSTER	MUNICIPAL	3	3.13%	0.75	0.63%	0.15	1.88%	0.45	1.88%	0.45	1.25%	0.30	0.63%	0.15	0.63%	0.15	0.00%	0.00
		RESIDENT	2	1.88%	0.30	0.00%	0.00	2.50%	0.40	7.50%	1.20	5.00%	0.80	3.75%	0.60	9.38%	1.50	2.50%	0.40
		NO	1	7.50%	0.60	11.88%	0.95	8.13%	0.65	3.13%	0.25	6.25%	0.50	8.13%	0.65	2.50%	0.20	10.00%	0.80
X10	DRAINAGE	UNDER GROUND	4	4.38%	1.40	3.13%	1.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00
		COVERED PUCCA	3	3.75%	0.90	1.88%	0.45	5.00%	1.20	1.88%	0.45	1.25%	0.30	8.13%	1.95	3.75%	0.90	3.13%	0.75
		OPEN PUCCA	2	0.63%	0.10	0.00%	0.00	0.00%	0.00	4.38%	0.70	10.63%	1.70	4.38%	0.70	8.75%	1.40	9.38%	1.50
		OPEN KUTCHA	1	3.75%	0.30	7.50%	0.60	7.50%	0.60	6.25%	0.50	0.63%	0.05	0.00%	0.00	0.00%	0.00	0.00%	0.00
X11	TOILET	FLUSH	3	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00
		PIT	2	6.25%	1.00	5.63%	0.90	5.63%	0.90	8.75%	1.40	8.75%	1.40	10.63%	1.70	10.63%	1.70	6.25%	1.00
		NO	1	6.25%	0.50	6.88%	0.55	6.88%	0.55	3.75%	0.30	3.75%	0.30	1.88%	0.15	1.88%	0.15	6.25%	0.50
X12	ROAD	MOTORABLE PUCCA	3	7.50%	1.80	9.38%	2.25	10.00%	2.40	8.75%	2.10	8.75%	2.10	6.88%	1.65	6.25%	1.50	11.88%	2.85
		MOTORABLE KUTCH	2	5.00%	0.80	3.13%	0.50	2.50%	0.40	3.75%	0.60	3.75%	0.60	3.75%	0.60	4.38%	0.70	0.00%	0.00
		NO	1	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	1.88%	0.15	1.88%	0.15	0.63%	0.05
X13	VEHICLE	CAR	5	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.63%	0.25	0.00%	0.00
		BIKE	4	3.13%	1.00	3.75%	1.20	3.13%	1.00	1.88%	0.60	1.88%	0.60	1.25%	0.40	5.00%	1.60	1.88%	0.60
		BICYCLE	3	3.75%	0.90	2.50%	0.60	4.38%	1.05	3.13%	0.75	1.88%	0.45	1.88%	0.45	0.63%	0.15	6.88%	1.65
		OTHERS	2	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.63%	0.10
		NO VEHICLE	1	5.63%	0.45	6.25%	0.50	5.00%	0.40	7.50%	0.60	8.75%	0.70	9.38%	0.75	6.25%	0.50	3.13%	0.25
X14	MOBILE INTERNET	INTERNET IN MOBILE	3	3.75%	0.90	5.00%	1.20	7.50%	1.80	2.50%	0.60	3.13%	0.75	1.25%	0.30	5.63%	1.35	2.50%	0.60
		NO INTERNET	2	7.50%	1.20	7.50%	1.20	5.00%	0.80	10.00%	1.60	7.50%	1.20	6.88%	1.10	6.88%	1.10	8.13%	1.30
		NO MOBILE	1	1.25%	0.10	0.00%	0.00	0.00%	0.00	0.00%	0.00	1.88%	0.15	4.38%	0.35	0.00%	0.00	1.88%	0.15

In the given table 3, percentage of household/ slum dweller is calculated as the

(Total number of slum dwellers accessing the particular basic services in the particular zone)

$$\% \text{ of HH} = \frac{\text{-----}}{\text{(Total sample size)}} \times 100$$

And X value in given table no. 3 are formulated as

$$\text{(Weightage value) } \times \text{ (% of HH)}$$

$$\text{X value} = \frac{\text{Percentage of the total number of slum dwellers in a particular Zone}}{\text{HH}}$$

Here HH denotes Household used instead of Slum Dwellers

Table 4 Calculation of Composite score and Standard value

SLUM	X1 (HEALTH)	X2 (EDUCATION)	X3 (DRINKING WATER)	X4 (HOUSING)	X5 (ELECTRICITY)	X6 (LPG)	X7 (FOOD)	X8 (CLOTHING)	X9 (DUMPSTER)	X10 (DRAINAGE)	X11 (TOILET)	X12 (ROAD)	X13 (VEHICLE)	X14 (INTERNET)	X	Composite Score of X (Avg)	X-X	(X-X) ²	Standard Deviation of (X-X) ²
Zone 1	3.45	1.50	1.50	2.80	5.25	2.30	1.55	2.35	1.65	2.70	1.50	2.60	2.35	2.20	33.70	-1.34	1.78	3.20	
Zone 2	3.35	1.45	3.55	2.60	6.55	2.50	1.35	2.80	1.10	2.05	1.45	2.75	2.30	2.40	36.20	1.16	1.35		
Zone 3	3.40	1.50	3.45	2.55	6.05	2.30	1.50	2.55	1.50	1.80	1.45	2.80	2.45	2.60	35.90	0.86	0.74		
Zone 4	3.30	1.50	3.50	2.65	4.55	2.60	1.80	3.25	1.90	1.65	1.70	2.70	1.95	2.20	35.25	0.21	0.05		
Zone 5	3.45	1.90	3.65	2.65	4.15	2.15	1.50	3.50	1.60	2.05	1.70	2.70	1.75	2.10	34.85	-0.19	0.04		
Zone 6	2.90	1.50	3.55	2.60	3.00	2.20	1.35	3.05	1.40	2.65	1.85	2.40	1.60	1.75	31.80	-3.24	10.48		
Zone 7	3.10	1.55	3.65	2.80	4.80	2.50	1.40	3.40	1.85	2.30	1.85	2.35	2.50	2.45	36.50	1.46	2.14		
Zone 8	3.40	1.55	3.45	2.55	5.15	2.45	1.60	3.45	1.20	2.25	1.50	2.90	2.60	2.05	36.10	1.06	1.13		

In above table 4, the Composite score is calculated by taking an average of all the ‘X’ values of different Zone. The composite score is 35.04 and the Standard Deviation is 3.20 (obtained in Microsoft excel)

Table 5 Zone wise Level of Quality of Life of slum Dwellers

Level of Quality of Life	Statistical Value	Composite	Name of Zone
Good	to + 2	38.24 - 41.45	
Medium	to +	35.04 - 38.24	Zone 2, Zone3, Zone 4, Zone 7, Zone 8
Poor	to -	31.83 - 35.04	Zone 1 & Zone 5
Very Poor	to - 2	28.63 - 31.83	Zone 6

In the given table 5, the Level of Quality of life associated with a particular zone is arranged according to composite score and standard deviation.

Table 98 Quality of Life of Slum Dwellers living in a notified slum of Lucknow city

Level of Quality of Life	Name of slums
Good	NIL
Medium	Ambedkar Nagar Charui Kheda , Banarasi Tola, Usmanpur , Akbar Nagar Dakshini , Gadiyan Purwa , Samiuddin Pur, Takrohi Duda Colony , Sambar Kheda Bheem Tola
Poor	Laxman Prasad Road , Tilpurwa , Hardeen kheda , Kailash Puri Harijan Basti
Very Poor	Munnu Kheda & Dubagga

Table 98 shows the level of Quality of Life of Slum Dwellers living in a notified slum of Lucknow city.

On a specialization basis, the current status of Quality of Life of slum dwellers obtained with the respect to the zone. i.e., slums in a particular zone have different QOL.

Here 2 notified slums namely Munnu kheda and Dubagga belong to zone -6 are characterized as very poor QOL.

Ahead, 4 slums are count in the composite score index as poor QOL. Here 4 slums belong to 2 zones each. These 4 slums are Laxman Prasad Road, Tilpurwa, Hardeen Kheda, Kailash puri Harijan Basti.

10 slums are declared as the medium Level of QOL. These 10 slums are named as Ambedkar Nagar, Charui Kheda, Banarasi Tola, Usmanpur, Akbar Nagar Dakshini, Gadiyan Purwa, Samiuddin Pur, Takrohi Duda Colony, Sambar Kheda, and Bheem Tola. Here all these slums belong to 5 Zones which are Zone-2, 3, 4, 7, and 8.

The Quality of Life of slum dwellers are not in 'good' status in Lucknow city.

The second parts of Framework have some pattern started with determining the parameter of 'Life Chances' which are class and status in terms of income and occupation respectively. Then these class and status parameters of 'Life chances' have to be correlated with the indicators of 'Quality of Life' such as health, education, housing, and household amenities; infrastructure, transport, and communication facilities. It would bring the inter-linkage statistically between the 'Life chances' and 'Quality of Life' of slum dwellers.

From this second part of framework, second objectives of the study is determined which is to establish the inter-linkage between Life Chances and the Quality of Life of slum dwellers. This inter-linkage is derived based on the Chi-Square Test where the level of significance is seen. If the level of significance between the variables is less than 0.05 ($P < 0.05$), then there must be an association between those variables. Here variable must be categorical i.e., variables can be nominal or ordinal. After the association between the variables, the variables are cross-tabulated to give some sequence of increasing or decreasing, the stagnant trend between those variables. As the parameter of Life chances are class and status which is derived based on income and occupation of the slum dwellers. Here class and status are ordinal as the income and occupation itself count as an ordinal categorical variable. Contrary to this, the parameters of Quality of Life of Slum Dwellers are health, education, housing, and household amenities; infrastructure, transport, and communication facilities. Here each parameter has many

variables. For conducting the Chi-square Test, those variables of the Quality of Life and Life Chances are taken which is nominal or ordinal.

In the market situation, all slum dwellers with certain class and status carry certain chances to acquire the particular aspects of Quality of Life. In the study, all the upper-class (income range Rs.6001-9000 per months) slum dwellers carry a good health status (36.6%) after taking health services. A higher number of educated slum dwellers (65.9%) would be found in this class. They are most capable of availing an electricity connection (100%) in their house. They take nutritiously food most (58.5%). Along with this they less accept ration from the PDS shop (65.9%) and depend upon the regular shop which is everywhere available.

A higher number (100%) of bank account slum dwellers were found in this upper-class category. It is also found that there is 80.5 % availability of bathroom/ toilet infrastructure by the slum dwellers in their house. Such upper class carries vehicle and cell phone with them would be highest around 65.9% and 92.7% respectively. After that below this class, all the slum dwellers started decreasing to access the Quality of Life most. It means the parameter of Quality of life becomes accessible most with the increase of the class level of slum dwellers. Unlike class, the status shows a little bit different characteristic with the parameter of Quality of Life. They can acquire electric connections in their house via class, not by status. In the PDS shop, status does not work. Yet class has shown an association with PDS shop. Slum Dwellers are showing an association of status with clothing. In the case of bathroom/ toilet infrastructure, Status could not help them in availing this infrastructure, for this they should have 'class' parameter of Life Chances to make or arrange this service. In addition to this, they can avail of a common dumpster facility if they have status. Here class parameter of Life Chances does not work undoubtedly. Hence, they access a common dumpster facility easily only if they have status with them. Almost all slum dwellers lie in the same class situation and carry the same status, facing similar accessibility of parameters of Quality of life. Though in some cases, they differed in accessing the Quality of Life due to the presence of partial Life Chances. Hence, partial Life chances are chances individual carries in accessing the services showing their uniqueness feature with the parameter of Quality of Life. The probability of occurrence of one side is more than two sides at a time in a single coin. Here the life trajectory of Slum dwellers is almost opposite in nature against a single coin. Slum Dwellers need either partial Life Chance or both parameters of Life Chances at a time, as they are mostly accountable for enhancing the Quality of Life very well.

The third part of the Framework includes the level of awareness about the Government's schemes, kind of services provided by Non- government organizations. In the first and third part of a framework, satisfaction level of slum dwellers regarding some indicators of Quality of Life such as health, education, the effectiveness of government' scheme and last but not the least, Need for support in case of a social problem faced having to be shown.

Even the government are trying to enhance the QOL of slum dwellers by providing a small input of welfare scheme. As the study showed that slum dwellers have given multiple responses towards the government-led schemes and their multiple responses have shown in decreasing frequency. slum dwellers of Lucknow city have kindly connected with Jan Dhan Yojna most. Almost 58.1% slum dwellers have opened an account with this Jan Dhan Yojna. As per the yojna, slum dwellers will get direct benefit transfer in the government's financial scheme. As per table 24, a total of 87.5% slum dwellers have a bank account which could be possible after 58.1% slum dwellers have opened an account through Jan Dhan Yojna. These percentages show that without Jan Dhan Yojna, they were just about 29.4% slum dwellers who had opened an account in the bank. After the Jan Dhan Yojna, 58.1 % slum dwellers have opened an account using such a scheme. The maximum slum dwellers have stepped into the digital world. The other yojna is Ujjwala yojna which is the second-highest in this multiple response table 36. About 53.1% slum dwellers have used such a service of Government. From the given figure 18, 90.62% slum dwellers have a gas connection and here 53.1% slum dwellers are included through Ujjwala Yojna. The percentage difference was about 37.52% slum dwellers who had already gas connections before. There is a sign of increment in the Gas connection supply towards the slum dwellers.

The third highest is the Mid-Day Meal Scheme. It is child Oriented nutritional scheme. Though, the research study was based on the age group which starts from 18 years and above. Slum Dwellers had mentioned such a scheme on the basis of household's children goes to primary school or they are only aware of such a scheme. Almost 36.9% Slum Dwellers have been reported children's education and nutritional maintained by Mid Day Meal Scheme.

In the fourth stage, 12.5 % slum dwellers have almost used other government schemes. The other government schemes are as follows: Mukhyamantri samuhik vivah yojna, Vidhwa pension, saath saala pension, Kanya Sumangala Yojna. All these are State Level schemes of Uttar Pradesh.

In the Fifth level, 11.3 % slum dwellers are using generic medicine for their health purpose with the help of Bhartiya Jan Aushadhi Kendra.

In the 6th level, Pradhan Mantri Matritya Vandana Yojna is prevailing. It is at the 6th level which does not mean that less proportion of the population is using such a scheme. This scheme is especially for the woman who is expected to the birth child. Such a scheme provides the proper health and takes care facilities during and after the birth of children by his mother and mother itself. Almost 10% women slum dwellers taking benefit of this scheme out of 38.12% women slum dwellers counted in the study.

In decreasing order, the next schemes are Atal Pension Yojna. 8.1% Slum dwellers are using Atal Pension Yojna. Such a scheme is for the age group 18 to 40 years which slum dwellers will take benefit at the age of 60 years. It means, 8.1% slum dwellers are thinking about their future. That's why they are saving money in a pension format which will be helpful in old age. Pradhan Mantri Kaushal Vikas Scheme is the next one. Around 7.5% of slum dwellers have learned the skill of computer, sewing machine, etc. from the Kaushal Vikas Kendra under the Pradhan Mantri Kaushal Vikas Scheme. This scheme helps get a job and opens an opportunity to the slum dwellers to become Self-Employ or entrepreneurs.

About 5.6 % Slum Dwellers are aware of Pradhan Mantri Awas yojan (Urban). They reported that they know about this scheme and aware of its procedure. Almost 1.3% slum dwellers have taken Pradhan Mantri Suraksha Bima Yojna. Slum Dwellers ensures the protection of their family with the insurance scheme by the limited money transfer from their bank account. Ahead, 0.6% slum dwellers each have taken Sukanya Samridhi Yojna and Pradhan Mantri Jeevan Jyoti Bima Yojna respectively. Here one scheme Sukanya Samridhi Yojna ensures the education and marriage expenses of a girl under control via the government's effort and slum dwellers' family contribution.

Around 60% Slum Dwellers considers that the government schemes have impacted effectively. It shows that 60% of the Government-led schemes are effective in nature which is highest than those that do not feel effective.

On a Specialization basis, Zone wise government-run scheme shows

Atal Pension Yojna is highest (25%) in zone-4.

Pradhan Mantri Matru Vandana Yojna is highest (35%) in zone-5.

Pradhan Mantri Ujjwala Yojna is highest (75%) in zone-8 and Lowest (30.0%) in Zone-1.

Mid-Day Meal Scheme is highest in zone-2, 6, and 8 around 45 % each.

Pradhan Mantri Kaushal Vikas Yojna is highest (25%) in Zone -8.

Pradhan Mantri Swasthya Bima Yojna is high (5% each) in zone-1 and zone-3.

Pradhan Mantri Jan Dhan Yojna is highest (80%) in zone-1 and lowest (45% each) in zone-3 and 8.

Pradhan Mantri Jeevan Jyoti Bima Yojna is highest (5%) in zone -3.

Sukanya Samridhi Yojna is highest (5%) in zone -5

Pradhan Mantri Awas Yojna worked well in Zone-2 and Zone-4 around 15% each and slum Dwellers belonging to Zone-1, 5, 6, 8 are not aware of this Scheme. Slum Dweller belongs to Zone-8 is aware of Pradhan Mantri bhartiya Janaushadhi Kendra (PMBJK) around 20.0% and the rest Zones are less aware than Zone-8. Zone-6 is unaware of PMBJK.

Apart from that, Slum Dwellers are taking benefit from other Government Schemes in which Zone-6 is highest in percentage (35.0%). Zone-8 is the second-highest percentage (20.0%) in the case of Other Government schemes. There is several slum dweller who has not taken or aware of any government schemes. In the category of 'No Awareness of about government Scheme', Zone-2 and Zone-6 are highest around 25% each. Zone -1, 3, 7 have about 20% each. Zone-8 is the lowest around 10.0%.

Some Non- Government Organizations (NGOs) like Vigyan Foundation, Humsafar, ummeed NGO, Khushi foundation, Babulal bahadur banshidhar educational institute, and samvad samajik sansthan are reported by Slum Dwellers themselves. 23.8 % slum dwellers have met with the NGOs whereas 76.3% slum dwellers have not met. Slum Dwellers have a different reason to meet with NGOs like the personal issue is the highest (68.4%) reason whereas the second-highest priority goes to a civic issue (31.6%) addressed by many NGOs. Along with this, almost 84.2% slum dwellers have only got education or awareness about certain issues as help from the NGOs side mostly and 15.8% slum dwellers responded that NGOs have provided health check-up related help. About 44.4% Slum Dwellers need the help of the Government only to improve the Quality of Life. Almost 18.8% slum dwellers have shown No Opinion. Besides this, 15.6 % slum dwellers quite appreciate the work of NGOs and agreed to take help from NGOs only. Around 11.3 % want help from both Government and NGOs and 10.0% slum dwellers do not want to take any help from any institution.

Hence, the first hypothesis becomes the null hypothesis. As the first hypothesis indicate poor Quality of Life. Therefore, an alternative hypothesis could be true. In this study, an alternative hypothesis comes out as ‘Quality of Life of slum dweller of Lucknow city is medium on the basis of availability and accessibility of basic services’.

The second hypothesis is accepted which is ‘Life chances and Quality of Life of slum dwellers of Lucknow city are strongly associated with each other’. One of the indicators of Life Chances always is found an association with the indicators of Quality of Life.

As the class indicators of Life chances increases, the Quality of Life of slum dwellers also increases. Unlike class, status (parameter of Life Chances) shows a little bit different characteristic with the parameter of Quality of Life. Slum Dwellers acquires electric connection in their house via class, not by status. Even in a PDS shop, status does not work. Status does matter in the clothing aspect. In the case of bathroom/ toilet infrastructure, Status could not help them in availing this infrastructure, for this they should have some class to make or arrange this service. In addition to this, they can avail of a common dumpster facility if they have status.

The third hypothesis is also proved. The third hypothesis is ‘The role of government interventions and contributions of NGOs are effective to improve the Quality of Life’. With the intervention of government schemes, the financial inclusion of slum dwellers increased in Notified Slum via Pradhan Mantri Jan Dhan Yojna. Slum Dwellers have opened a bank account for the benefit of financially led government schemes. LPG user has increased with the Pradhan Mantri Ujjwala yojna. LPG is one of the modern technology in the field of fuel. Not only do they take government services but also their child benefits from the Mid-Day Meal scheme. Not only Center sponsored scheme to bring improvement in the life of Slum dwellers but also Uttar Pradesh state-sponsored scheme worked well in providing the services like marriage through Mukhyamantri samuhik vivah yojna, to widow (Vidhwa pension), older person (saath saala pension), girl’s education (Kanya sumangala yojna). One-tenth of women slum dwellers have taken Pradhan Mantri Matritva Vandana Yojna. Apart from Government services, many NGOs have shown a significant role in the sectors of education, the health of Slum Dwellers. Here NGOs’ contribution is high with limited presence or availability. Quality of Life of Slum Dwellers have medium (not poor or good) status with maximum contribution of Government institutional intervention. Other stakeholders may come forward to make greater impact on the Quality of Life.